

CLIENTS' CHARTER DEPARTMENT OF WILDLIFE AND NATIONAL PARKS IN NOVEMBER 2017

STATE	CHARTER 1		CHARTER 2		CHARTER 3		CHARTER 4		CHARTER 5	
	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PERLIS	5	5	62	62	4	4	-	-	16	16
KEDAH	49	49	212	212	16	16	-	-	47	47
PULAU PINANG	4	4	141	141	11	11	21	21	40	40
PERAK	132	132	226	226	13	13	-	-	20	20
SELANGOR	108	108	447	447	32	32	-	-	150	150
WILAYAH PERSEKUTUAN	0	0	76	76	21	21	917	917	21	21
NEGERI SEMBILAN	54	54	90	90	6	6	-	-	45	45
MELAKA	20	20	79	79	3	3	-	-	34	34
JOHOR	28	28	172	172	18	18	13	13	79	79

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	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED	INDICATOR	ACHIEVED
PAHANG	dd	dd	dd	dd	dd	dd	-	-	dd	dd
TERENGGANU	31	31	116	116	11	11	-	-	53	53
KELANTAN	29	29	97	97	2	2	-	-	30	30
JUMLAH	5	5	62	62	4	4	-	-	16	16
Percentage of charter achieved by Department	100		100		100		100		100	

Legend:

Charter 1 All licenses for wildlife hunting will be issued in not more than one (1) hour from completed application received

Charter 2 All licenses to keep wildlife will be issued in not more than one (1) hour from completed application received

Charter 3 All wildlife trade licenses will be issued in not more than one (1) hour from completed application received

Charter 4 All CITES/Non-CITES import, export or re-export licenses and permits will be issued not more than three (3) days from the day of completed applications received

Charter 5 Any wildlife complaints with complete details will be responded not more than 24 hours from the day of receiving the complaints

Indicator Total license/permit/complaints issued or received by The Department

Achieved Total license/permit/complaints issued or received by The Department in the expected time